

Approximately two weeks ago I received a telemarketing call to have SBC telephone company be my long-distance carrier. I agreed to that. They also asked me to also have them as my local carrier as well and I told them they were already my local carrier and I did not want my local service plan to change. They said that it was protocol for them to ask. They went through the process with verifying through second and third party. By the time I got to the third party and began answering their questions they asked me something that alerted me to stress again that I did not want to change my local service plan. The call was only regarding my long-distance service. They said that if I did not answer their questions with just a yes or no then they would not be able to complete the order. I told them in that case the call was over. After noticing changes to my phone service I called SBC and they told me that my local plan was removed and I could not get that plan again because they were no longer offering it. After explaining what happened with the solicitor call to the SBC customer service rep and the supervisor I received no satisfaction and ended up changing my local service to another company. Obviously SBC hired the telemarketing company to trick me into making changes to my local service to get a plan paying more. It didn't work.